

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.7

SUBTITLE: Inter-Rater Reliability Testing

POLICY:

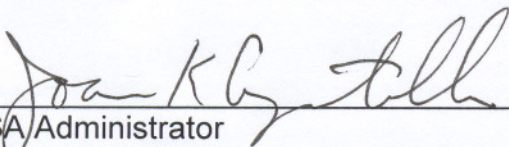
It is the policy of Children's Rehabilitative Services Administration (CRSA) to ensure that consistent decisions are made by Children's Rehabilitative Services (CRS) Regional Contractors. CRSA conducts inter-rater reliability review of CRS Regional Contractor staff responsible for activities related to:

- Prior authorization;
- Concurrent review;
- Medical eligibility determination.


PROCEDURE:

- 1) CRS Regional Contractor staff including the CRS Regional Medical Director involved in prior authorization, concurrent review, and/or eligibility determination decisions are required to attend inter-rater reliability training and testing annually. The CRS Regional Contractors must require new employees responsible for the above activities to attend inter-rater reliability testing within six months of hire. CRSA MM/UM staff monitors proof of inter-rater reliability course completion during quarterly site visits.
- 2) Annually, CRSA MM/UM staff randomly selects a sample of prior authorization, concurrent review, and/or medically eligibility determination records to ensure inter-rater reliability standards are met. Standard tools are developed with all the required elements for prior authorization, provider service requisition, concurrent review, and retrospective review. Each required element is assigned a score. CRS Regional Contractors are expected to receive a minimum performance score of 75 percent with a goal of 90 percent.
- 3) Site review results are shared with the CRSA MM/UM Committee and the CRS Regional Contractors. A corrective action plan (CAP) is initiated and monitored as appropriate.

Approved:



CRSA Administrator



CRSA Medical Director

Date:

3/1/07

3/2/07

The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs.

Users are encouraged to suggest improvements regarding this policy and procedure.